ITSHELP
Online Self-Ticketing:
Quick Start User’s Guide
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Quick Start Guide

https://itshelp.yu.edu enables members of Yeshiva University to quickly submit requests for assistance from ITS.

Those who can use this Online Self-Ticketing system (called the Remedy Requester Console) include Faculty, Staff, Administrators, and Students from all campuses needing computing assistance.

Traditionally, after one contacts the ITS Help Desk (or ITS Academic Computing) via email, voicemail, or telephone, the Help Desk and Academic Computing Teams log the request into our ticketing system for rapid referral to the proper technical team. Remedy’s Requester Console, allows you to submit, track, and add more information to User’s open requests.

**Accessing ITSHELP:**

1. Simply type in the simple URL on your browser (and save as a favorite) --> [https://itshelp.yu.edu](https://itshelp.yu.edu)

   a. You may also receive a link in email from the Help Desk (or Academic Computing).

   b. You may also click on the links posted on YU ITS website, under Help Desk or Academic Computing.
Log into the Requester Console

2. At the Login screen (see below), enter your Active Directory account credentials. (This is the username for YUMS, Exchange, most ANGEL accounts, and wireless on the Manhattan Campuses, as well as for use of Academic Computing labs on the Wilf and Beren campuses.)

   If you are unsure of or do not remember your AD account, please contact the Help Desk (helpdesk@yu.edu or #6123 from on-campus) or your local Academic Computing office (classroomsupport@einstein.yu.edu or labhelp@yu.edu, see yu.edu/academiccomputing for more contact information).

   *Cardozo Students may check with the Reference Librarians*

Creating a new request

After login, you will arrive at the Remedy Requester Console (Navigation Pane—see below). To submit a request or report an issue,

3. Click on **Create a New Request**
This will open up a form to submit your request (see below).

4. Choose the type of problem from the “Summary” drop down list.*
   *Depending on the item in drop down list you may need to specify your status.
   (Student or Faculty/Staff)

5. Next, in “Notes”, please provide brief, detailed information specific to your request or issue. *The more specific information you enter, the quicker we can help you.*
6. There are several optional fields:
   a. “Add Attachment” to include a note or an attachment.
   b. “Date Required” - Enter the date when you need the request to be completed.
   c. “Phone” - Enter or edit your phone number.
   d. “Email” - Enter or edit your email address.

7. Once you have finished filling out this form, please click on “Save”.

8. A dialog screen (see below) will appear to validate request generation.
9. Click on “OK”.

10. Now, you will see the newly requested ticket In Process;

![Image of the IT Requester Console]

11. Click on “Refresh” to view the incident ticket number.

![Image of the IT Requester Console with the Refresh button highlighted]

12. **CONGRATULATIONS! You have just submitted a Remedy ticket to ITS! Please take note of your ticket number for future reference.**

   *An auto-generated email to confirm your ticket creation will also be sent out to you.*
**Closing the Requester Console:**

13. To end your session, click **“Close”**.
Checking Status of your tickets in the Requester Console:

1. Type in the simple URL on your browser (and save as a favorite) -- > https://itshelp.yu.edu

2. At the Login screen (see below), enter your Active Directory account credentials.

3. Once in the Requester Console, ability to view total tickets (created via the Requester Console or reported to Help Desk) will be listed and available for review.

4. Highlight and select by double clicking and review “Incident Request Details”

*Note: Users will have ability to add additional Notes and attachments in the Work Info tab, but users will NOT have the ability to update ticket status.*

If you have any questions about using ITSHELP, please contact

✓ the ITS Help Desk (helpdesk@yu.edu #6123 from on-campus, 212-960-5294), or

✓ your local ITS/Academic Computing office (classroomsupport@einstein.yu.edu or labhelp@yu.edu; see yu.edu/academiccomputing for more contact information).